

**GOVERNMENT OF ANDHRA PRADESH**  
**ABSTRACT**

Designating Joint Collectors of all the Districts as Additional Directors, Electronic Service Delivery (ESD) - Orders - Issued.

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INFORMATION TECHNOLOGY & COMMUNICATIONS (INFRA) DEPARTMENT

G.O.Ms.No. 4

Dated: 01.03.2012

Read the following:

- 1) G.O.Ms.No.1, Information Technology & Communications Department, dated 15.01.2003.
- 2) G.O.Ms.No.10, Information Technology & Communications (Infrastructure) Department, dated 18.10.2011.
- 3) G.O.Ms.No.12, Information Technology & Communications (Infrastructure) Department, dated 24.10.2011.
- 4) U.O.Note No.24(3)/PMU/IT&C/2012, Information Technology & Communications Department, dated 22.02.2012.

ORDER:

The Government has launched 'Mee Seva' services as a pilot in Chittoor District which would be rolled out all over the State shortly. In order to achieve this target, large number of activities would have to be done at the district level by the participating Departments, Service Providers etc.

2. As per the Rule-2(i) of Andhra Pradesh Information Technology (Electronic Service Delivery) Rules, 2011, Government authorized the Director, Electronically Deliverable Services (EDS), Hyderabad to exercise the roles and functions of Director of Electronic Service Delivery as stipulated in the Andhra Pradesh Information Technology (Electronic Service Delivery) Rules, 2011 vide GO 2<sup>nd</sup> read above.

3. The Joint Collectors in the Districts are already authorized as Additional Directors, eSeva vide G.O. 1<sup>st</sup> read above. To ensure smooth implementation and better coordination at the district level for 'Mee Seva' service delivery, Government has now decided to designate Joint Collectors of all the districts as Additional Directors, Electronic Service Delivery (ESD) in their respective districts. The Roles and Responsibilities of Joint Collectors as Additional Directors, ESD for replication and operationalization of 'Mee Seva' are as follows:

- a) To coordinate and review with the participating Departments like the concerned Revenue Authorities, Municipalities, the concerned Offices of Electricity distribution Companies and any other Department whose services are being offered through 'Mee Seva' for ensuring their readiness in building Departmental databases, digitally signing them and installing the requisite hardware and software.
- b) The Joint Collectors would be the Nodal Officer for 'Mee Seva' in popularizing ESD Rules issued by the Government vide G.O. 2<sup>nd</sup> read above. They would also coordinate 'Mee Seva' services, e-District and other e-Governance Projects as well as overall supervision of the 'Mee Seva' centres / Citizen Service Centres (CSCs) / and other delivery channels in their jurisdiction and also coordinate with the District Collectors in formation

of district e-Governance societies which have to play an important role in creating IT Infrastructure in the District.

- c) They are also authorized to notify the transfers made in the District Administration in 'Mee Seva' Portal by following the protocol prescribed vide U.O.Note 4<sup>th</sup> read above.
- d) For granting and revoking of license to the Authorized Agents of 'Mee Seva' services and ensuring the common look and feel based on the guidelines communicated by EDS for the establishment of Mee Seva centers in the District.
- e) The Joint Collector is also authorized to deal with the connectivity / APSWAN issues with the concerned officials for the effective delivery of the services to the Citizens.
- f) For 'Mee Seva' Project implementation, every District is provided with one Resource Person to give hand holding support to the concerned Officers in the District. The Resource Person shall work under the Administrative control of Joint Collector / Additional Director, ESD.
- g) Reconciliation of accounts with the participating Departments and to take preventive measures to arrest cases of misappropriation etc. at eSeva / 'Mee Seva' centres.
- h) Attending to all Audit objections and replies to the State Audit Department for settlement of Audit objections and other legal matters by reviewing with the Administrative Officers.
- i) Redressal of customer grievances and smooth functioning of the 'Mee Seva' centres by supervising CSP / SCA / ASP / AA etc.
- j) Transfer of assets from the existing Service Provider to the new Service Provider including source code etc. along with system software should be done in a smooth manner, as per the instructions of the Director, ESD from time to time.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

SANJAY JAJU  
SECRETARY TO GOVERNMENT

To  
All the Joint Collectors  
The Director, ESD and EDS, Hyderabad  
The Director, Municipal Administration, Hyderabad  
The Prl. Secretary, Municipal Administration & Urban Development Dept.  
The Prl. Secretary, Revenue Department  
The PD, CMRO  
All the CSPs and SCAs of 'Mee Seva'

Copy to  
All the Collectors and District Magistrates  
The CCLA  
The PS to Secretary, IT&C Dept.

//FORWARDED :: BY ORDER//

SECTION OFFICER